



Edmonton

Belvedere Transit Centre Improvements

# WHAT WE HEARD

City of Edmonton


## BELVEDERE TRANSIT CENTRE

The City of Edmonton is revitalizing Belvedere Transit Centre, a busy and well-used transportation node, to improve user experience and the comfort of operator facilities.



Revitalization of the transit centre will include development of a new, modern building for transit users waiting for their bus. This project will also make improvements to the public plaza around the building.

Public feedback helped to inform the design of a newly improved transit centre. An intercept survey and onsite public engagement identified five key themes the public felt and said were important.

### FIVE KEY THEMES

-  **Plaza Amenities**  
benches, clock tower, exercise equipment
-  **Green / Sustainability**  
solar power
-  **Landscaping**  
trees, flowers, more green
-  **Food + Beverage**  
coffee shop, kiosk, vending machines
-  **Public Concerns**  
taxes, safety

### 164 PARTICIPANTS

-  **Twitter**
-  **311**
-  **Display Boards**
-  **Chatting on-site**



## PUBLIC ENGAGEMENT

### INTERCEPT SURVEY

*Onsite at the Belvedere Transit Centre*

**Saturday, February 4, Tuesday, February 7 and Wednesday February 8, 2017**

The Edmonton Transit survey team collected 556 responses that were gathered to understand user experience and inform the designs for improvement.

### POP-UP STYLE

*Onsite at the Belvedere Transit Centre*

**Saturday, May 13, 2017 (11am – 2pm) and Wednesday, May 18, 2017 (3:30 – 6:30pm)**

Involved a series of five interactive display boards that provided an overview of the project and invited input on the public realm elements of the project.

The two time frames were intended to reach transit users during both busy times and off-peak hours. Approximately 30 people stopped to provide input on Saturday and over 100 people on Wednesday.

### WHAT WAS SAID

When we went out to meet the Belvedere Transit Centre users and show them a concept for improvements, we found most people were pleased to learn about this project. A few citizens felt this project is a waste of taxpayer money, but most expressed gratitude and excitement for the proposed improvements.

Display boards showed the concepts and people's ideas and feedback were collected verbally and on post-it notes. Some suggestions were specific to the transit centre building and some were more general, related to LRT connection, transit service and overall user experience.

All feedback was collected and summarized. We identified five key themes: plaza amenities, landscaping, food service, sustainability/green technology and general concerns.

### WHAT WE HEARD

#### Plaza Amenities

- clock tower (timing clock for bus/LRT)
- exercise equipment
- kids play space/activity zone
- benches
- shade/weather protection
- USB/power outlets (to charge phones)
- monitored security cameras
- vending machines
- drinking fountain

#### Landscaping

- fruit trees
- flowers
- shrubs
- shade
- green spaces

#### Food Services

- Kiosk
- coffee shop (specifically Tim Horton's)
- cat cafe

#### Sustainability/Green Technology

- solar/green energy
- solar bus notification/arrivals sign

#### General Concerns

- smoking in the plaza
- lack of washrooms in the new building
- increased taxes

### WHAT WE DID

We gathered all the feedback from Belvedere transit users, and based on the input we received, we refined the design by integrating areas of seating and landscaping. Transit user ideas and input directly influenced the emerging plaza space, to make it a more comfortable and welcoming environment.

We heard some great ideas including exercise equipment, children's play area, phone chargers and drinking fountains. We were not able to include all these ideas due to health, safety and vandalism issues. These ideas were noted and could be considered in future projects.

## WHAT'S NEXT

Design plans were finalized. Construction started on December 22, 2017.

If you have any questions or concerns, please call **311**. For information about your bus stop and route, visit [edmonton.ca/takeETS](http://edmonton.ca/takeETS)